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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I've used many different ISP providers over the past twenty years and a few things stand out in my experience:

1. The larger ISP's demand the highest rates with their pricing structure. Always ensuring the customer pays for most everything, even if the customer is only interested in a fraction of the total offering.
2. The larger ISP's provide poor customer service. This is not due to the hard working people answering the phones, but indicative of the practices employed by the company to steer every dime to the CEO's and Share Holders, at the expense of employees and customers.
3. Smaller ISP's value their customers and recognize that a decent profit can be made and still provide for their employees, customers, and investment in new technologies.

If you truly value the small businesses providing decent jobs, value to customers, and innovation; I urge you to vote accordingly!

Robert Gretter